Joyce Baron Westbrook
Boulder County CCAP Provider Specialist

Joyce Baron Westbrook
Accountant II / CCAP Provider Specialist
Boulder County Department of Housing & Human Services
PO Box 471, 2525 13th St, Su. 204
Boulder CO 80306
303-441-1059 Phone / 303-441-1055 Fax
jwestbrook@bouldercounty.org
HHSAccountingOffice@bouldercounty.org

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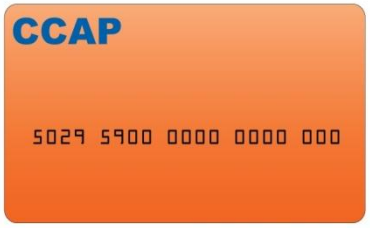
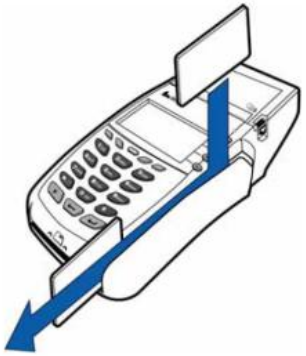
CCCAP Process





Provider Responsibilities

- Attend Live Provider POS Training
- Complete and sign the County Fiscal Agreement and all other required forms
- Be sure to contact your County if you do not receive a POS device within one week of receiving the county-signed copy of the Fiscal Agreement
- Understand using the POS device is mandatory
- Perform a Communication Test when you receive the POS device

Provider Responsibilities

Continued:

- Setup your POS device for client use
- Plug in POS device to a power source and active phone line at least once a day
- Train your CCAP clients on the use and importance of the POS device
- Read and understand each child's Authorization Eligibility Notice
- Ensure clients check-in and check-out each day

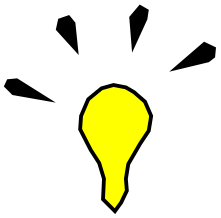
Provider Responsibilities

Continued:

- Maintain sign-in/out sheets
- Keep spare thermal paper rolls on hand
- Monitor POS device receipts for denied, pending, and stored transactions
- Utilize the Xerox provider helpdesk or any questions or issues with the POS Device
- Encourage CCAP clients to contact the county with any changes to their care needs including schedule changes
- Never possess the CCAP card under any circumstances Fiscal Agreement may be terminated without notice if CCAP cards are found on premises.

Train Clients on the POS Device

- Clients swipe the CCAP Card to record when they drop off/pick up their children each day
- Clients also enter children's in/out times on the provider's sign-in/out sheets
- Clients shall not record attendance on days the children are not present



- Assist clients in recording attendance the first week they use the POS device

Train Clients on the POS Device

Understand: This may be the first time the client uses a POS device.

- Be patient
- Client success = provider success

YouTube video reference library

- How to use the CCAP Card
  http://www.youtube.com/watch?v=ZgfdXUqblfk

- Swiping Success
  http://www.youtube.com/watch?v=Rbpk06eHjdM

- Common Denials
  http://www.youtube.com/watch?v=TjI_NxvI3W0

Service Periods

The week of care for which a provider is paid at one time:

- Service periods start on Monday at 12:00 AM and end on Sunday at 11:59 PM.
- The client has nine days after the date of care to use Previous Check-In and Previous Check-Out to record care if a client does not swipe on a day care was provided.
- It is expected all care will be recorded by the client within the swiping period. Counties may not pay manual claims for care that could have been recorded through the swiping process

Day Types

All counties use the following day types for authorizing child care:

- Part Time (PT) – 00:00:01 through 05:00:00
- Full Time (FT) – 05:00:01 through 12:00:00
- Full Time/Part Time (FT/PT) – 12:00:01 through 17:00:00
- Full Time/Full Time (FT/FT) – 17:00:01 through 24:00:00

Note: All authorized care is rounded up to the nearest hour.

Client Responsibilities Agreement Highlights

- I agree that I must verify my eligible activity. (By providing education/training or work schedules at re-determination and whenever my activity changes.)

- I agree that I will not leave my CCAP card in the possession of my child care provider at any time or I will be disqualified from the Colorado Child Care Assistance Program. I also agree to report to the County Department of Social/Human Services if my provider possesses any CCAP cards.

- I agree to use my CCAP card to check my child(ren) in and out of care daily or my child care assistance case will close and I shall be responsible for payment of the child care costs.

Authorization Eligibility Notice

- Describes the maximum authorized care for a child each day
- Contains a three month calendar even if the care is authorized longer than three months
- Is updated as there are changes to a client's case
- Must be provided to the client and provider each time a change in made to the authorized care
- Should be used in conjunction with POS receipts to troubleshoot issues
- Understand: The notes are as important as the information contained within the calendar

Authorization Eligibility Notice

Authorization Eligibility Notice

<Adams County Department of Human Services>
<5650 Bowen Court>
<Commerce City, CO 80022>

Case #:< >
Mailing Date :< >

<Client Name>
<Client Address>
<City>, <State> <Zip>

<Worker#>

Dear <Client Name>,

Provider Information:
<Provider Name> <Provider Type> <Provider Address>
<Provider Phone #>

Child Information:
<Child Name> <Individual #> Eligibility Begin Date < >
Parent Fee:< > Authorization Begin Date:< >
Authorization Status:< >

Child's Schedule:						Standard Schedule	
Effective Date: < >							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Unit of Care	PT	PT	FT	FT	FT/PT		
PT – Part-Time less than 5 hours		FT – Full Time 5 hours through the 11th hour					
FT/PT – 12-through the 16th hour		FT/FT – 17-through the 24th hour (This cannot be used on an ongoing basis.)					
Authorization Notes:< >							

Authorization Eligibility Notice Continued

Child's Schedule							Standard Schedule
Effective Date: 10/31/2010							
	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
NOV WEEK 1		FT	FT	FT	FT	FT	
NOV WEEK 2		FT	FT	FT	FT	FT	
NOV WEEK 3		FT	FT	FT	FT	FT	
NOV WEEK 4		FT	FT	FT	FT	FT	
NOV WEEK 5		FT	FT				
DEC WEEK 1				FT	FT	FT	

Authorization Eligibility Notices display the child's weekly schedule. This schedule may be edited on a day to day basis. The county is required to provide you with an updated Authorization Eligibility Notice each time changes are made to the care schedule. Please read and understand the authorization notes.

Provider Best Practices

- Require complete sign-in/out sheets daily
- Use the YouTube video to assist clients in understanding the process
- Assist the client the first or first few times in using the device and card
- Establish written policy for clients:
  - Clients without cards
  - School-aged children
  - Missed swipes
  - Client financial responsibility
- Reconcile client POS attendance with the sign-in sheets daily
  - Insist clients correct swiping errors immediately
  - Assist clients in troubleshooting errors

The Parental Fee

Is different for every family

- The Parental Fee is based on:
  - A percentage of income based on the clients Federal Poverty level
  - Number of household members
  - Number of children in care
  - The amount of care authorized for the child with the most care
- Payment is required the first of the month to the provider
- Is exhausted prior to county payment for child care
- May be assigned to one or more children, but the client is required to pay the full amount

Parental Fee Deductions

Total parental fee per month $210.00 – Assigned to one child

County Rate of Reimbursement for FT care for child = $25.00 per day

Care Authorized February 1 – 19
Tuesday – Saturday Regular Full Time

*For the scenario consider these as "Yes" attended as Boulder County does not pay for absences as 3 are rolled up in the CCAP rate.
-JBW

Understanding the Parent Fee Week 1				
	Rate	Attended?	Parent Fee	County $
February 1	$25	Yes	$25	$0
February 2	$25	Absent*	$25	$0
February 3	$25	Yes	$25	$0
February 4	$25	Yes	$25	$0
February 5	$25	Absent*	$25	$0

Understanding the Parent Fee Week 2				
	Rate	Attended?	Parent Fee	County $
February 8	$25	Absent *	$25	$0
February 9	$25	Absent *	$0	$0
February 10	$25	Yes	$25	$0
February 11	$25	Yes	$25	$0
February 12	$25	Yes	$10	$15

Understanding the Parent Fee Week 3				
	Rate	Attended?	Parent Fee	County $
February 15	$25	Yes	$0	$25
February 16	$25	Absent*	$0	$0
February 17	$25	Yes	$0	$25
February 18	$25	Yes	$0	$25
February 19	$25	Yes	$0	$25

Parental Fee portion of payment: $210
County portion of payment: $ 115

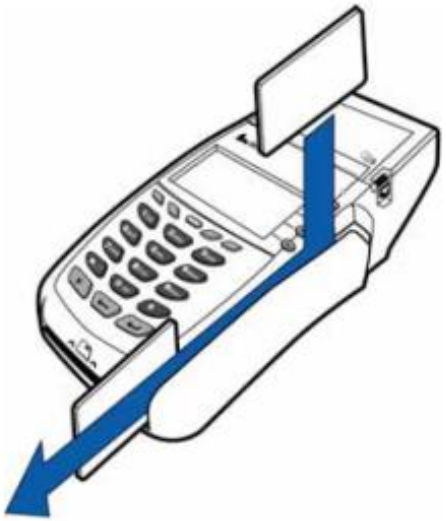
Total payment for February: $325

Parental Fee is the first money paid for care in a month. The provider receives payments from the county after the parental fee is exhausted.

Functions to Perform on Point-of-Service (POS) Device

Client Functions:

- Check-In.
- Check-Out.
- Previous Check-In.
- Previous Check-Out.



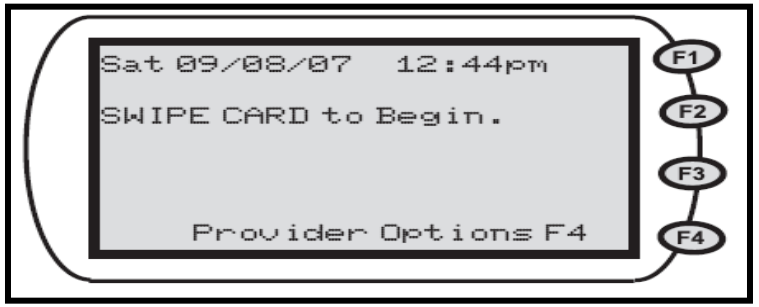
Provider Functions:

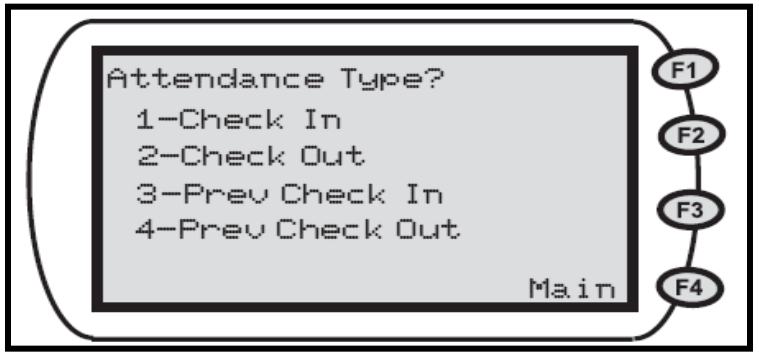
- Void Transactions.
- Store and Forward.
- Daily Transaction Receipt
- Attendance Report
- Exception Report
- Reprinting Receipts

POS Attendance Functions – Check In

Records start time of child care:

- Client will swipe the card and enter the PIN (4 digits).
- Press **Enter** (green arrow)
- Choose "**1**" for Check In.
- Type child number(s) from the card carrier.
- Enter multiple children if necessary. Press **Enter** after each child number.
- Press **Enter** (green arrow) after all children are entered.
- POS device displays an approved, pending, or denied message.





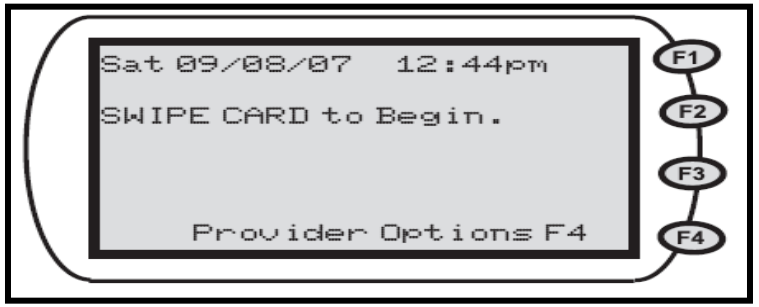
Check-In Validation

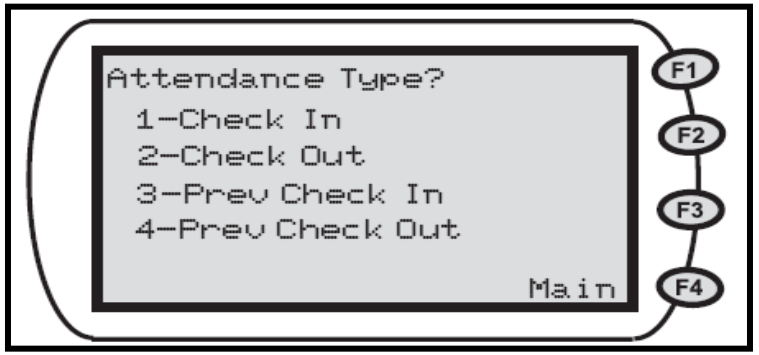
- The POS device communicates with CHATS to ensure that four criteria below are met when the check-in or previous check-in swipe occurs:
  - a valid authorization exists for the child;
  - a valid Fiscal Agreement exists;
  - at the requested provider;
  - on the specific date.
    - The client will receive an “Approved” message on the POS Device screen if the above four criteria exist
    - The client will receive a “Denied” or “Pending” message if any of the above four criteria do not exist. The provider must determine if he/she will still provide care.
- Important: The provider may not receive payment from the county if care is provided under a pending or denied message. The client may be responsible for the cost of care.
- Please ensure the rate does not indicate $0.

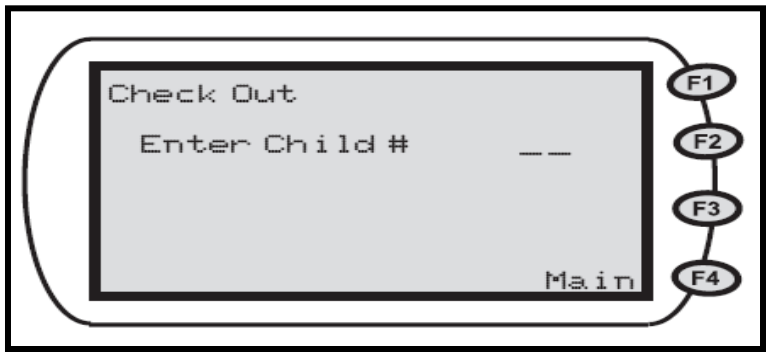
POS Attendance Functions – Check Out

Records end time of child care:

- Client will swipe the card and enter the PIN (4 digits).
- Press **Enter** (green arrow)
- Choose "**2**" for Check Out.
- Type child number(s) from the card carrier.
- Enter multiple children if necessary. Press **Enter** after each child number.
- Press **Enter** (green arrow) after all children are entered.
- POS device displays an approved, pending, or denied message.







Previous Check-in/out Functions

Shall not be used instead of Check-in/out functions:

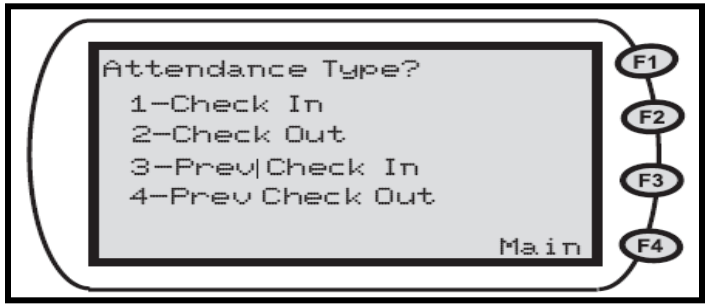
- Used for attendance exceptions
  - School-aged children who take the bus or walk to the facility
  - Another adult, without a card dropped off or picked up the children on a limited basis
  - The POS device was not available due to a malfunction or inability to connect to a power supply
  - Replacement CCAP Card in transit
  - Client forgets the CCAP Card

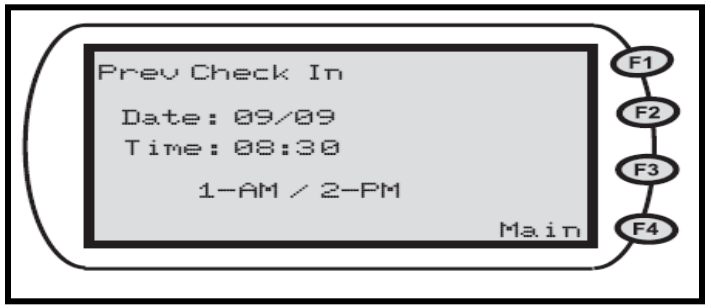
- Error prone activity
  - Requires additional manual entry from the client

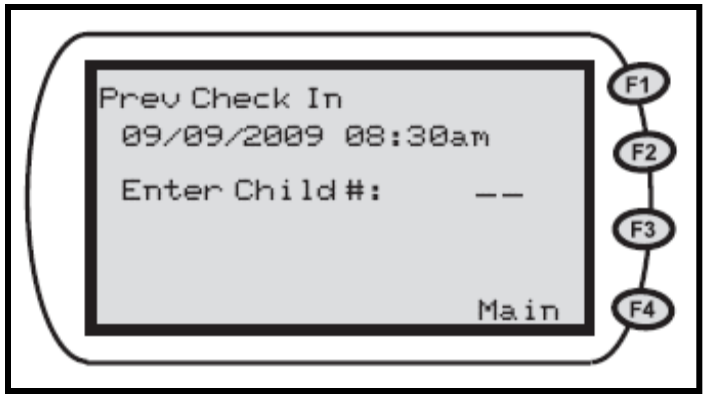
POS Attendance Functions – Previous Check-In

Records start time of child care for prior time or day.

- Client will swipe the card and enter PIN (4 digits)
- Press **Enter** (green arrow)
- Choose "**3**" for Previous Check In
- Enter Date, **Enter.**
- Enter Time, **Enter.**
- Enter **1** for AM or **2** for PM
- Enter **child number(s)**
- Press **Enter** after each child #
- Press **Enter** again after all children are entered
- POS displays an approved, pending, or denied message



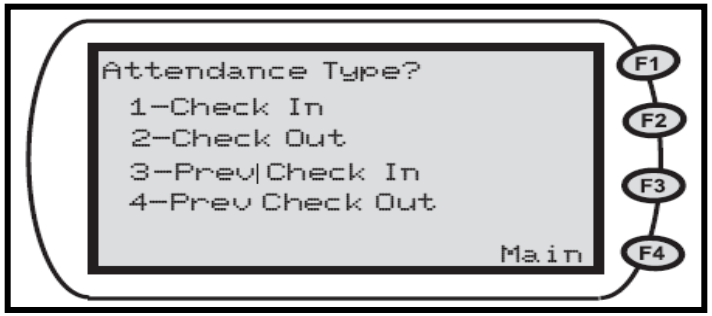


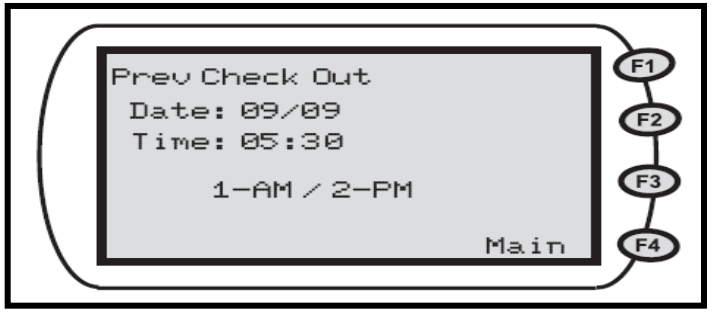


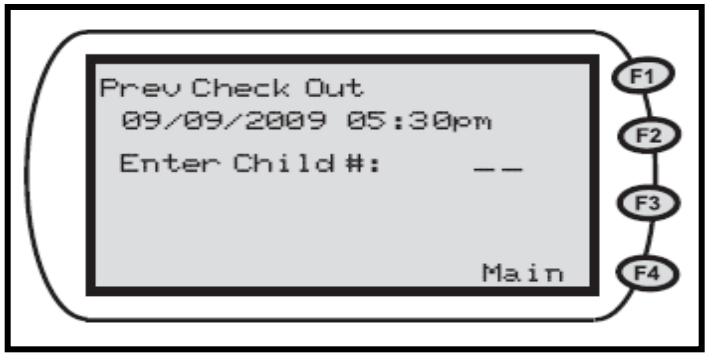
POS Attendance Functions – Previous Check-Out

Records end time of child care for prior time or day.

- Client will swipe the card and enter PIN (4 digits)
- Press Enter (green arrow)
- Choose "4" for Previous Check Out
- Enter Date, Enter.
- Enter Time, Enter.
- Enter 1 for AM or 2 for PM
- Enter child number(s)
- Press Enter after each child #
- Press Enter again after all children are entered
- POS displays an approved, pending, or denied message







Point-of-Service (POS) Device Daily Transaction Receipt

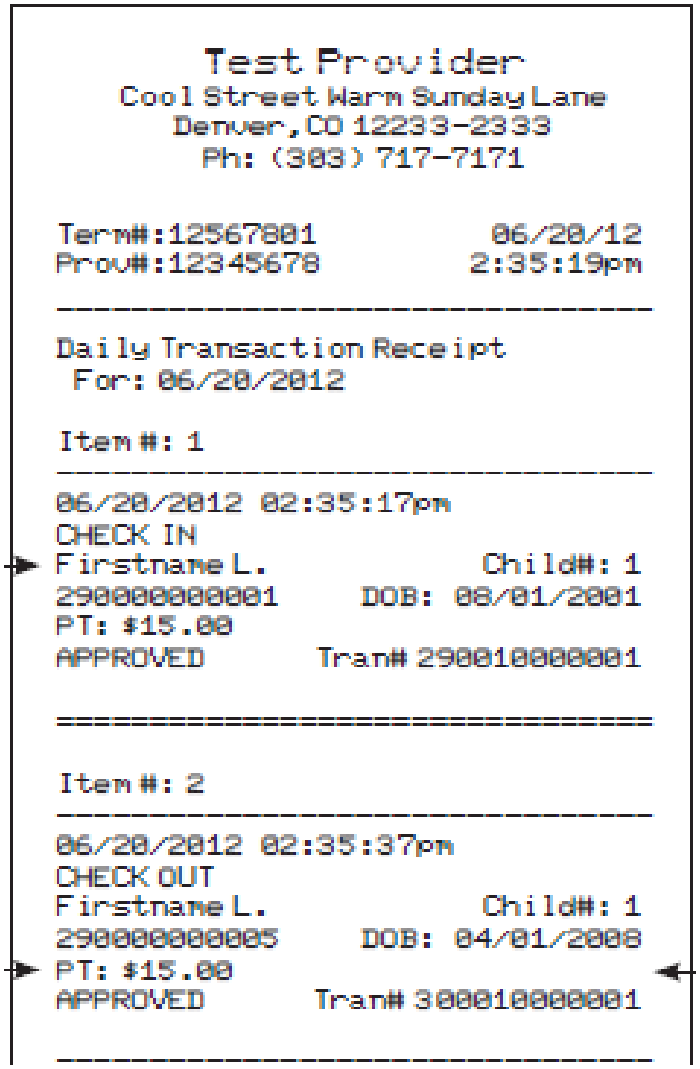
Information printed on the daily receipt:

–Prints automatically after each transaction.

–Shows an approved, pending, or denied message.

–Provider and Adult Caretaker shall review the receipt for errors so they can be corrected for accurate attendance reporting.

–May be reprinted by provider.



Test Provider
Cool Street Warm Sunday Lane
Denver, CO 12233-2333
Ph: (303) 717-7171

Term#:12567801 06/20/12
Prov#:12345678 2:35:19pm

Daily Transaction Receipt
For: 06/20/2012

Item #: 1

06/20/2012 02:35:17pm
CHECK IN
Firstname L. Child#: 1
290000000001 DOB: 08/01/2001
PT: $15.00
APPROVED Tran# 290010000001

==========

Item #: 2

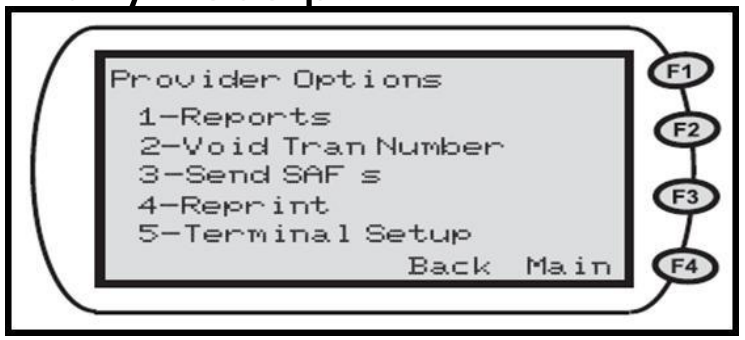
06/20/2012 02:35:37pm
CHECK OUT
Firstname L. Child#: 1
290000000005 DOB: 04/01/2008
PT: $15.00
APPROVED Tran# 300010000001

The provider is required keep the transaction receipts for three years plus the current year to verify authorizations. These should not be given to the client.

How to Reprint the Daily Receipt

This is a provider function, press F4.

- Type your provider password and press Enter (green arrow).
- Press “4” for Reprint.
- Press “1” for Daily Tran Receipt
- Type Start item # or leave blank, press the green **Enter** key.
- Type End item # or leave blank, press the green **Enter** key.
- *The item number is the item number from the original receipt.

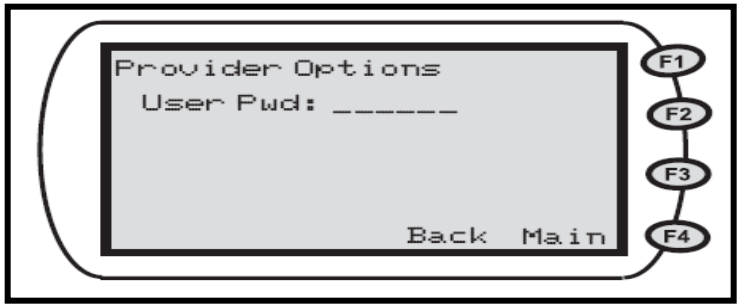


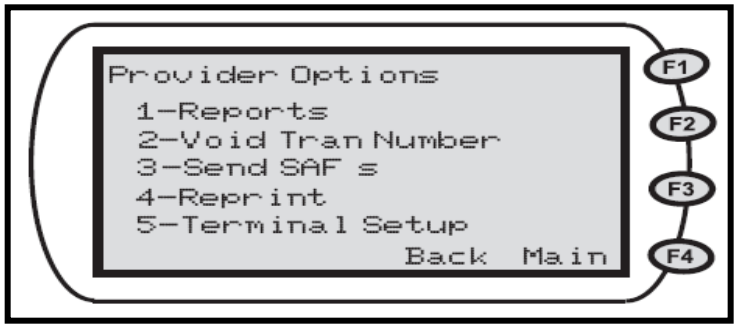
The Daily Receipt may only be reprinted the same day

How to Print the Exceptions Report

This is a provider function, press F4.

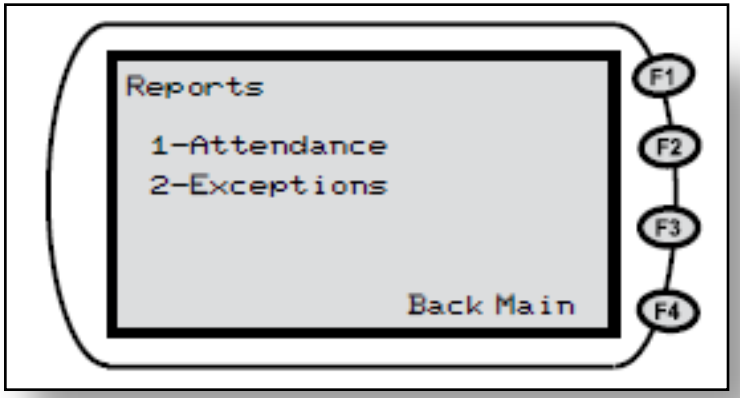
- Type your provider password and press **Enter** (green arrow).
- Press "1" for Reports.
- Press "2" for Exceptions





How to Print the Exceptions Report Continued

- Key in the date you would like to run the Exceptions Report in MM/DD format
  - Note: The exceptions report will print the exceptions for the date you select.
- Press the green **Enter** key.
- Wait for the report to generate



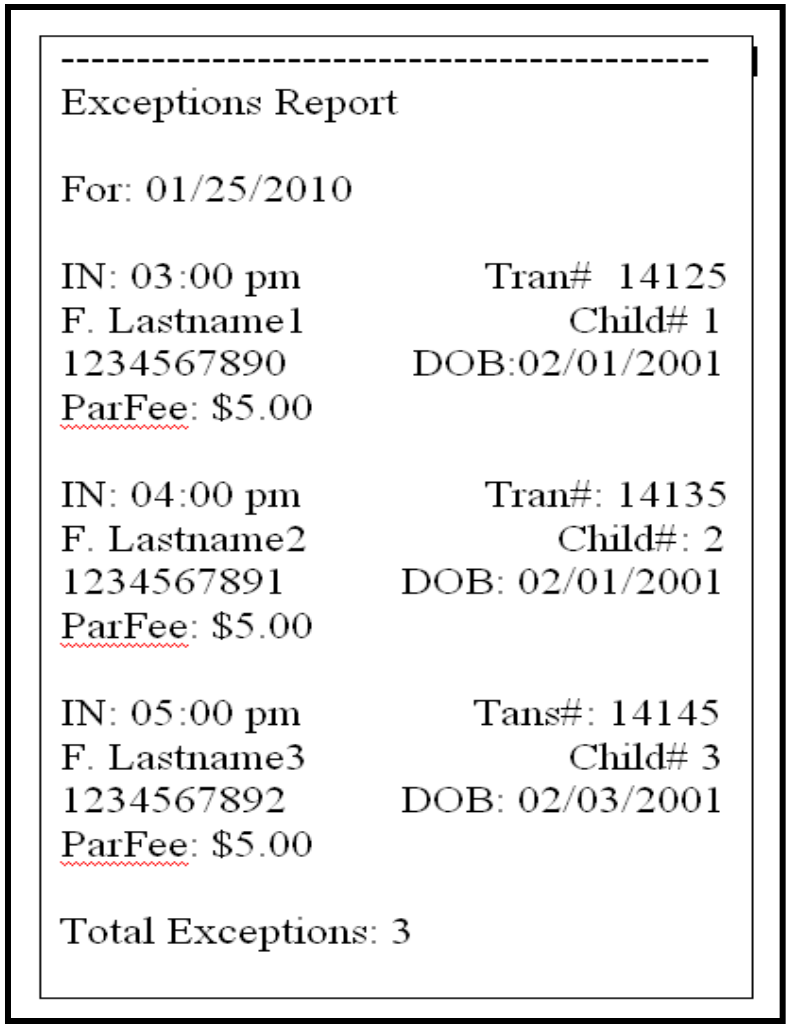
How to Print the Exceptions Report

The Exceptions Report is a manual report which shows all check-ins without a check-out for transaction date selected.

–It is a best practice to review this report to inform the client if they must correct any exceptions using the Previous Check-out function.

–Attendance will be reported as 0 hours if this is not corrected.

–SAF exceptions will show after transmitted.



Exceptions Report

For: 01/25/2010

IN: 03:00 pm Tran# 14125
F. Lastname1 Child# 1
1234567890 DOB:02/01/2001
ParFee: $5.00

IN: 04:00 pm Tran#: 14135
F. Lastname2 Child#: 2
1234567891 DOB: 02/01/2001
ParFee: $5.00

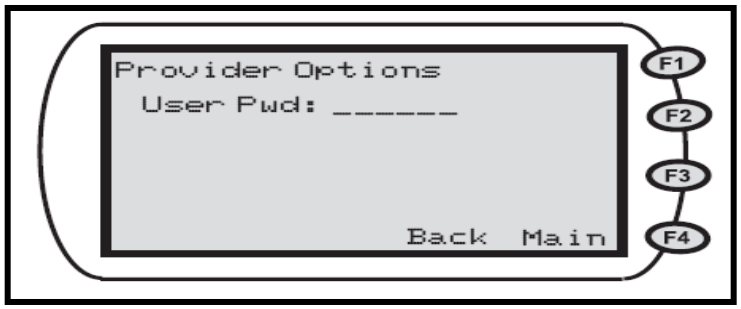
IN: 05:00 pm Tans#: 14145
F. Lastname3 Child# 3
1234567892 DOB: 02/03/2001
ParFee: $5.00

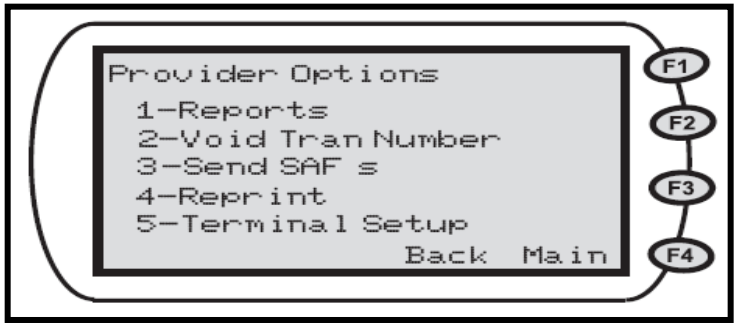
Total Exceptions: 3

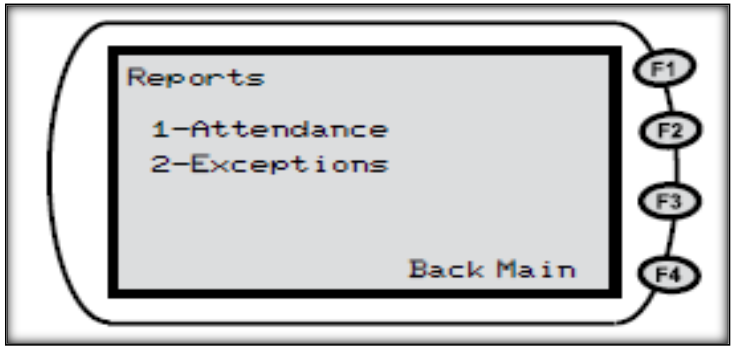
How to Print the Attendance Report

This is a provider function, press F4.

- Type your provider password and press **Enter** (green arrow).
- Press "1" for Reports.
- Press "1" for Attendance

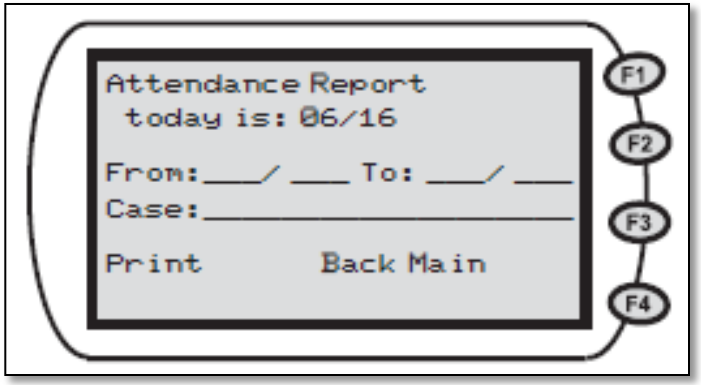






How to Print the Attendance Report Continued

- The Attendance Report can be generated for:
  - Any date range up to 14 days for the past 365 days.(e.g., 2 days, 5 days, 8 days, 14 days)
  - Press **Enter** (green arrow) if you do not wish to enter a date range.
  - All cases or a single case
  - Press **Enter** (green arrow) if you do not wish to enter a case number.
- Wait for report to generate and print.



Attendance Report Printing Options

A. **Report for all cases for today's date**
   Press the **first purple key** from the left to print the report for today's date for all cases. The word Print appears above the purple key. No data entry is required.
B. **Report for all cases for a single day**
   Key in the From: date and press the **green enter key** which will add MM/DD in the To: field. Press the **green enter key** or press the **first purple key** from the left. The word Print appears above the purple key.

Attendance Report Printing Options Continued

C. **Report for a date range for all cases**
Key in the desired date range (e.g., up to any 14 day period for the past 365 days) in an MM/DD format. Press the **green enter key** to move to the next field. Leave the Case number field blank and press the **first purple key** from the left. The word Print appears above the purple key.

D. **Report for a specific case for today's date**
Press the **green enter key** twice to move to the case number field. Key in the case number and press the **green enter key** or the **first purple key** from the left. The word Print appears above the purple key.

Attendance Report Printing Options Continued

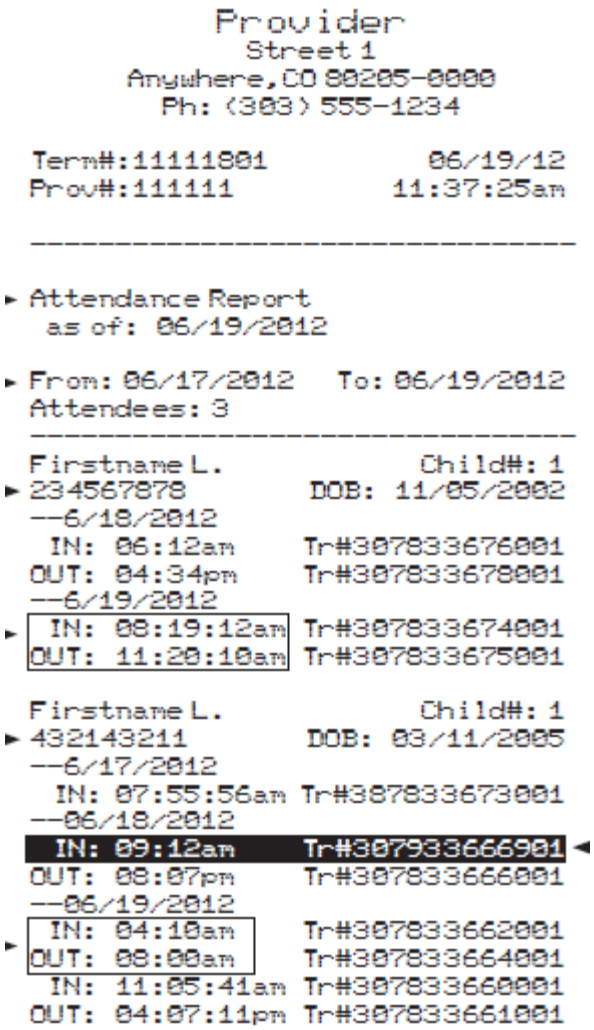
E. Report for a date range for a specific case

Key in the desired date range (e.g., up to any 14 day period for the past 365 days) in an MM/DD format. Press the **green enter key** to move to the next field. Key in the case number and press the green enter key. Example: To request an Attendance Report for the date range June 10 to June 16, you will key in 0610 in the From: field and press the **green enter key** and key in 0616 in the To: field and press the **green enter key**. Key in the case number and press the **green enter key**.

How to Print the Attendance Report

The Attendance Report will show all approved swipes for a specific care date or range of care dates regardless of when the swipes occurred.

- It is a best practice to review this report to inform the client if they must correct any attendance errors using the Previous Check-out function.
- The attendance will be reported as 0 hours and no payment will be made for that care if a Check Out is not recorded for every Check In.
- SAF attendance will show after transmitted.



```
                Provider
                Street 1
          Anywhere,CO 80205-0000
            Ph: (303) 555-1234

Term#:11111801                06/19/12
Prov#:111111                 11:37:25am

------------------------------

► Attendance Report
  as of: 06/19/2012

► From: 06/17/2012   To: 06/19/2012
  Attendees: 3
------------------------------
  Firstname L.                Child#: 1
► 234567878              DOB: 11/05/2002
  --6/18/2012
    IN: 06:12am      Tr#307833676001
  OUT: 04:34pm       Tr#307833678001
  --6/19/2012
►   IN: 08:19:12am   Tr#307833674001
  OUT: 11:20:10am    Tr#307833675001

  Firstname L.                Child#: 1
► 432143211              DOB: 03/11/2005
  --6/17/2012
    IN: 07:55:56am   Tr#307833673001
  --06/18/2012
    IN: 09:12am      Tr#307933666901 ◄
  OUT: 08:07pm       Tr#307833666001
  --06/19/2012
►   IN: 04:10am      Tr#307833662001
  OUT: 08:00am       Tr#307833664001
    IN: 11:05:41am   Tr#307833660001
  OUT: 04:07:11pm    Tr#307833661001
```

Attendance Report In Depth

Transactions with two consecutive check-ins will display in reverse print.

- In this example the client did not check out for 6/17/12.

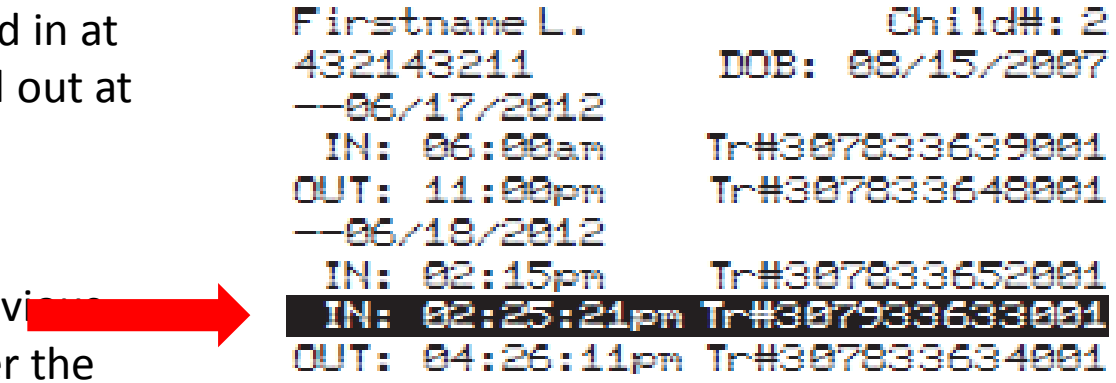
```
Firstname L.                    Child#: 1
432143211              DOB: 03/11/2005
--6/17/2012
  IN: 07:55:56am Tr#307833673001
--06/18/2012
  IN: 09:12am    Tr#307833666901
OUT: 08:07pm     Tr#307833666001
--06/19/2012
  IN: 04:10am    Tr#307833662001
OUT: 08:00am     Tr#307833664001
  IN: 11:05:41am Tr#307833660001
OUT: 04:07:11pm  Tr#307833661001
```

- The care will not be paid for 6/17/12 unless the client performs a Previous Check Out to correct the error

Attendance Report In Depth

Transactions with two consecutive check-ins will display in reverse print.

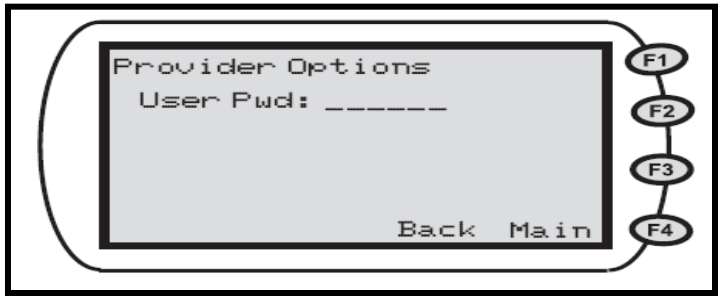
- In this example the checked in at 02:25:21 p.m. and checked out at 04:26:11 p.m. on 6/18/12
- The client performed a Previous Check In at 02:15 p.m. after the Check In and Check Out was recorded
- The provider should Void the incorrect In for 6/18/12. Otherwise the client will be unable to swipe successfully in the future

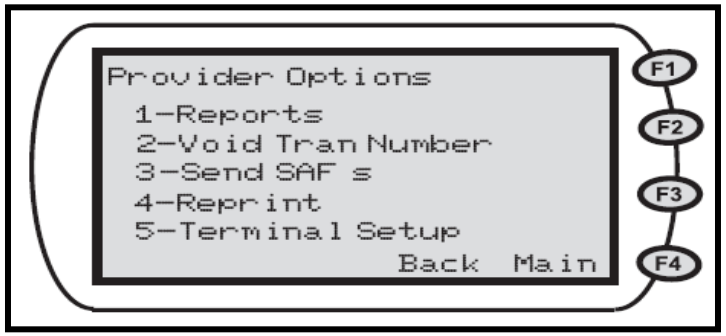


POS Attendance Functions – Store and Forward

Store and Forward is an function which stores offline attendance while the phone line is temporarily unavailable. It will transmit transactions when the phone line is available. This is a Provider function.

- Press F4
- Type provider password and press **Enter** (green arrow).
- Press “3”.
- Press **Enter** (green arrow).
- POS device displays approved, pending, or denied message for each transaction.
- Check all transactions on the receipt to see if they have been stored.

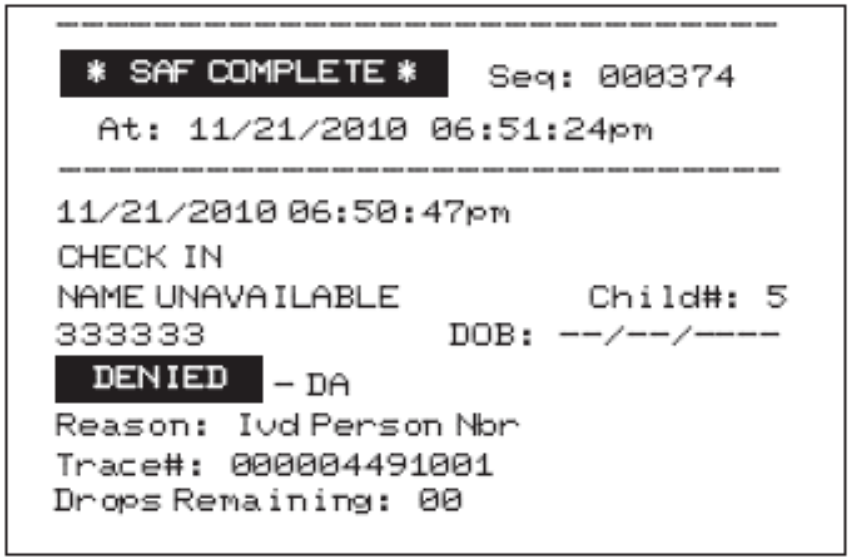




SAF – What it Means

Your Daily Transaction Receipt will display
SAF STORED

- This indicates transactions were recorded but not transmitted therefore; the transaction has not been approved or denied.
- It is important to check the Daily Transaction Receipt after the stored transactions are transmitted to ensure they are approved. It is possible that attendance transactions may be pending or denied.



Voiding Transactions

The provider may Void Transactions entered in error. This is a provider function and cannot be completed by the client.

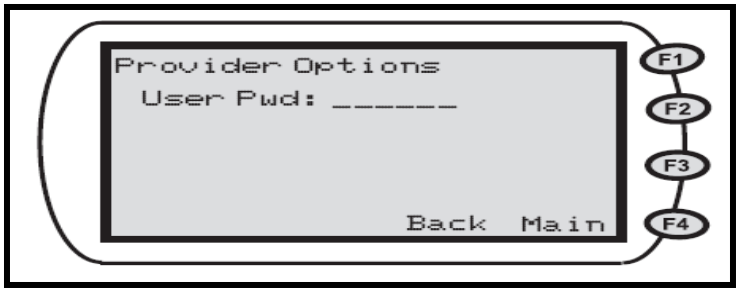
–Press F4

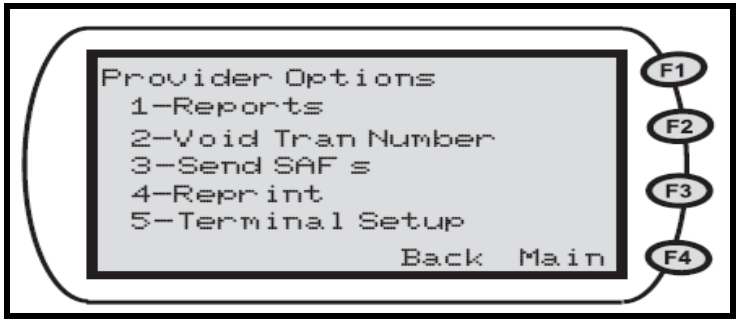
–Type your provider password and press **Enter** (green arrow).

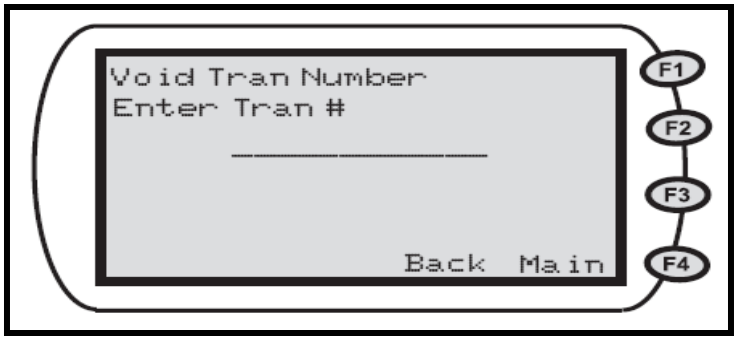
–Press “2” for Void Tran Number (Void Transaction).

–Type the transaction number from the receipt (8 to 12 digits).

–Press **Enter** (green arrow).







How Do I Correct Common Errors?

Work in groups to resolve common errors:

1. No more PIN Try (3 bad PINs entered)
2. Invalid PIN (wrong PIN entered)
3. Invalid Person Number (no child authorized with that number)
4. Check In First (cannot perform check out)
5. Check Out First (cannot perform check in)
6. No Auth for Person
7. Two approved Check Ins in a row with one approved Check Out
8. SAF Stored

How Do I Correct Common Errors?

How Do I Correct Errors?

- Daily Transaction Receipt shows errors.
- Attendance Report shows errors.
- Exceptions Report shows errors.
- Store & Forward Receipt shows errors.
- Previous Check-In, Previous Check-Out, and Void can be used to correct errors.
- List of error codes in the Provider POS Device User Manual.

How Do I Correct Common Errors?

Resolutions to Common Errors:

1. No more PIN Try – Client will call the PIN IVR at **1.877.779.1933** to reset the PIN
2. Invalid PIN – Redo the transaction and enter the correct PIN
3. Invalid Person Number – retry the transacting using the correct number for the child. The number is found on the blue wallet card
4. Check In First – use the Daily Transaction Receipt or Attendance Report to determine the last successful Check Out, then the client will perform a Previous Check In to correct the error before checking out.

Resolutions to Common Errors Continued:

5. Check Out First – use the Daily Transaction Receipt or Attendance Report to determine the last successful Check In, then the client will perform a Previous Check Out to correct the error before checking in. Or the provider will void the error transaction.
6. No Auth for Person – Retry the transaction. Review the most current authorization, if the child is authorized, contact the county.
7. Two approved Check Ins in a row with one approved Check Out – Review the Attendance Report to locate the orphan transaction. The client will perform a Previous Check Out to correct the orphan transaction, or the provider will void the error transaction.
8. SAF Stored – Plug the POS device into an active land-based phone line. The provider will perform the actions to send SAFs. All errors must be corrected when SAF transactions are complete.

Payroll Key Points

- CHATS will report zero attendance, and not pay the provider for any day the client forgets to check the child out of care, or only checks in for care.

- Authorized vs. Attended Hours
  - CCAP will pay the lesser of the attended and authorized hours.
    - Example: The child is authorized for FT – 8 hours
      - The child attends 4 hours and leaves early for a doctor's appointment. You will be paid for PT – 4 hrs of care
    - Example 2: The child is authorized for PT – 3 hrs
      - The child attends 8 hours because the adult caretaker has to work extra that day. The provider is paid for 3 hours unless the client contacts the caseworker to request additional care that day and it is approved.

Payroll Key Points

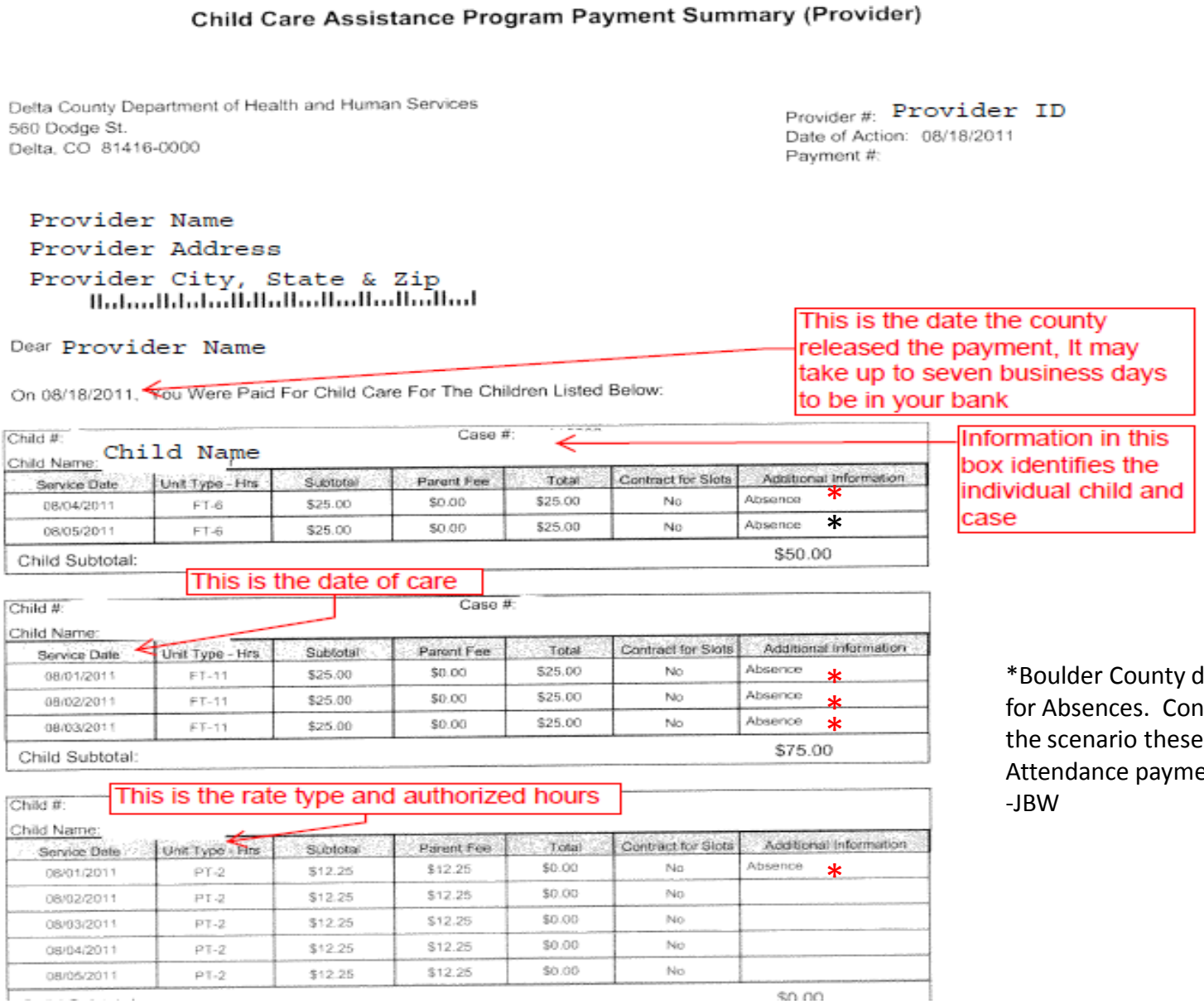
- Providers will not need to submit Manual Claim Forms to the county for payment. Attendance will be recorded by the Adult Caretaker swiping his/her child into and out of care to record attendance. Attendance information will be automatically sent to CCAP through an interface with the POS device.
- Providers will be paid weekly. Payments are calculated and issued on Thursday of each week for the Service Period that ended approximately two weeks earlier. It is estimated providers will receive payment within seven business days depending on their banking institution.
- Parent fees are deducted from the payment due the provider until exhausted
- Providers will notice a decrease in county payments in the third and fourth week of most months due to when payments are released for the first service periods of care in a month.

Payment Summary

Providers are required to understand and reconcile payments prior to sending any manual claims to the county for reimbursement:

- Ensure the sign-in/out sheets are completed by the clients every day
- Use the Payment Summary to view payments on a weekly basis
- Match the Payment Summary to the Daily Transaction Receipts and/or Attendance Report
- All payments for approved care, with rates higher than $0, will appear on the Payment Summary
- Providers forfeit any county payments for care provided if the client did not record attendance using the CCAP Card through the POS machine
- Providers forfeit county payments for any POS attendance errors that could have been fixed within the 9 day missed swipe period by either the client or provider
- Providers forfeit payments for any manual claims submitted more than 60 days after the last date of care in a month

Payment summary



Child Care Assistance Program Payment Summary (Provider)

Delta County Department of Health and Human Services
560 Dodge St.
Delta, CO 81416-0000

Provider #: Provider ID
Date of Action: 08/18/2011
Payment #:

Provider Name
Provider Address
Provider City, State & Zip

Dear Provider Name

On 08/18/2011, You Were Paid For Child Care For The Children Listed Below:

This is the date the county released the payment, It may take up to seven business days to be in your bank

Information in this box identifies the individual child and case

Child #:
Child Name: Child Name
Case #:

Service Date	Unit Type - Hrs	Subtotal	Parent Fee	Total	Contract for Slots	Additional Information
08/04/2011	FT-6	$25.00	$0.00	$25.00	No	Absence *
08/05/2011	FT-6	$25.00	$0.00	$25.00	No	Absence *
Child Subtotal:						$50.00

This is the date of care

Child #:
Child Name:
Case #:

Service Date	Unit Type - Hrs	Subtotal	Parent Fee	Total	Contract for Slots	Additional Information
08/01/2011	FT-11	$25.00	$0.00	$25.00	No	Absence *
08/02/2011	FT-11	$25.00	$0.00	$25.00	No	Absence *
08/03/2011	FT-11	$25.00	$0.00	$25.00	No	Absence *
Child Subtotal:						$75.00

This is the rate type and authorized hours

Child #:
Child Name:

Service Date	Unit Type - Hrs	Subtotal	Parent Fee	Total	Contract for Slots	Additional Information
08/01/2011	PT-2	$12.25	$12.25	$0.00	No	Absence *
08/02/2011	PT-2	$12.25	$12.25	$0.00	No	
08/03/2011	PT-2	$12.25	$12.25	$0.00	No	
08/04/2011	PT-2	$12.25	$12.25	$0.00	No	
08/05/2011	PT-2	$12.25	$12.25	$0.00	No	
						$0.00

*Boulder County doesn't pay for Absences. Consider for the scenario these were Attendance payments.
-JBW

Manual Claims for Payment Adjustments

- The provider may file a Manual Claim for a payment with the county if a payment adjustment is required, based on county policy and care provided.
- The Manual Claim must be filed after the payment was issued based on county policy. Manual Claims cannot take the place of swipe-based attendance.
- Acceptable Manual Claims:
  - Non-payment or incorrect payment due to system error
  - Non-payment or incorrect payment due to county error
  - New, authorized case that cards didn't arrive in time to back swipe.

Reminder: The provider is not guaranteed payment for the any care provided outside of the authorization. Do not provide child care without a written authorization from the county.

Manual Claims for Payment Adjustments

Frequently Asked Questions:

- If I know that a child's schedule will change (e.g. a non-school day for a school age child, so the child attends all day) – how do I get paid the difference?
  - Encourage the Adult Caretaker to contact his/her eligibility worker to request a change in the child's authorization schedule before care is provided. If the schedule is not changed before care is provided the provider may not be reimbursed by the county for the care.

- It is difficult to turn a client away if I know he/she turned in the required paperwork to the county, but the county just hasn't had time to work on the case. Should I turn the child away?
  - This is your business and you may decide to allow the child to attend or turn the child away. The county will not be responsible for the cost of care unless the care provided is authorized.

How to Complete a Manual Claim Form

Child Care Manual Claim Form

You must wait until after the payment process date for a Service Period before you can submit a manual claim form for uncorrected missed swipes.

This is a legal document. Please keep a copy for your records.

Provider Name: Enter Provider Name

Provider Id: Enter Provider ID

Address: Enter Provider Address

Phone: Enter Provider Contact Phone Number

County Use Only

County Adj Id: _____

County Inv #: _____

Month: Enter Month of Manual Claim, 20_____

P = part time **F** = full time **FT/PT** = full time/part time **FT/FT** = full time/full time

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total days used	X	Rate per day	= equals Sub total	- minus Parent Fee	= equals Total
Child's Name: Case # Worker: Fill in Child's Name Case # and Caseworker																																				Paid Y / N	
Please state why billing a Manual Claim for above child child here →																																					
Child's Name: Case # Worker:																																				Paid Y / N	
Please state why billing a Manual Claim for above child child here →																																					
Child's Name: Case # Worker:																																				Paid Y / N	
Please state why billing a Manual Claim for above child child here →																																					

Enter one code listed above for care provided but not paid through a swipe-based payment. Only enter codes on the day payment was not received through the automated payment system.

Marking "Y" (yes) shows the parent has paid the parent fee or made payment arrangement to pay the parental payment for this claim.
Marking "N" (no) shows non-payment of the parental fee and this will make the parent ineligible for child care until the parental fee has been paid.

TOTAL $:

I certify that the above Child Care Attendance Record and Billing Form is accurate and complete for care actually provided and for which payment has not been received through the POS device. I understand and certify that I am in compliance with the law concerning discrimination under the Civil Rights Act of 1964 and Section 504, Rehabilitation Act of 1973 which prohibits payment to anyone providing care and services under federally assisted programs unless such services are provided without discrimination on the basis of race, color, sex, age, religion, political beliefs, national origin, or handicap. I further certify that I am not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department.

Signing your name certifies this form is accurate and payment was not received through the POS for the days billed

Provider Signature

Enter Date Completed

Date

(Rev. 4/2011)

Recoveries

Frequently Asked Questions:

- What is a recovery?
  - A recovery is money you owe the county for any overpayment.
- Why do I owe money?
  - Contact the county billing department for specific information on the recovery.
- How do I pay it back?
  - The county may deduct money from future POS payments and/or you may pay the county directly for the recovery.
- How do I set up a payment plan?
  - Contact the county to set up a payment plan.
- Important: Counties are required to collect all overpayments to providers in excess of $50 in a year.

Common Questions About the POS Device

The client forgets to record attendance?

The client has the ability to perform transactions for previous days. The system gives the client 10 (day of care + 9) days to complete any missing transactions.

The client is not available to record check-ins or outs?

Clients will be issued two cards, one for themselves, and one for another family member or designated person to use when picking up/dropping off children in their behalf.

Denied message reads check-out first, how do I know what day and time to use?

The provider should run an Exceptions Report or Attendance Report to determine the last day the client successfully checked-in. Next the client will use the sign-out time from the sign-in/out sheet from that day to enter the check-out time.

Is there a cost for POS device transactions?

No, there is no cost for the transactions from the POS device to CHATS.

Common Questions About the POS Device

Can I use my cell phone to connect to the POS device?

No, all POS devices must be connected using a land-based phone line.

Can I get more than one POS device?

Best practice is one POS device for 40 children. You may apply for additional POS devices.

Can a provider keep his/her client's CCAP cards at the location, to facilitate timely check-in and check-out?

No. A provider can never have possession of their clients' CCAP card. If this happens they will no longer be a CCCAP provider.

The POS device works, but the phone line does not?

The POS device stores entries for up to 10 days so they can be transmitted when the problem is solved. When this happens, a "SAF Stored" message will display.

Point-of-Service (POS) Device Paper Supplies

- The POS device comes with two thermal paper rolls when it is shipped to the provider,. Providers are responsible for purchasing additional thermal rolls as needed (Example: office supply stores or online stores).
- The POS device must have a thermal paper roll in order to work.

Thermal Paper specifications:

- Thermal paper for a Verifone Vx510LE.
- Thermal, single ply, 2.25 inches x 85 feet.
- Quantities of 1, 10, 25, or 50 rolls.
- Prices may vary (**Example:** In June of 2012 the prices ranged from $0.46 to $1.93 per roll, depending on the quantity purchased).

- Paper is available online or at many office supply stores
- Manual claims cannot be submitted if POS device doesn't work

Provider Helpdesk and Interactive Voice Response (IVR)

There is a Xerox Provider Helpdesk which includes Interactive Voice Response (IVR) for assistance with troubleshooting the POS device.

- The Xerox Provider Helpdesk is a Toll free number – **1.877.779.1932**
- When calling the helpdesk, there is the option to ask for Troubleshooting tips which will be delivered via the IVR or to choose to speak with a customer service representative (CSR) for assistance for equipment problems or assistance with replacement POS devices.
- Customer service representatives (CSR) are available from 7 am to 7 pm MT, 7 days a week.
- The IVR is available in both English or Spanish.

How do I Order a Point-of-Service(POS) Device Replacement?

1. Call the Xerox provider Help Desk at **1.877.779.1932**
2. Choose to speak with a customer service representative to explain why you need a replacement POS device.
3. The Xerox provider Help Desk will order replacement POS device.
4. The replacement POS device will arrive via FedEx in 4-5 business days after you place the order.
5. While the POS device is being replaced, it is a best practice to use a paper attendance log to track attendance in addition to using the POS device.
6. The Adult Caretaker will enter attendance using the Previous Check-In and Previous Check-Out options after the replacement POS device is installed.
7. A pre-paid pre-addressed return label is included with the replacement POS device. Use this label to return the damaged POS device to Xerox.

Adult Caretaker Interactive Voice Response (IVR)

- There is a client Interactive Voice Response (IVR) for assistance with pinning the client's CCAP cards.
- The client uses this IVR to select initial PIN or change PIN.
- Instructions are included on the card carrier as well as on the Pinning Letter on what data must be entered to select a CCAP card PIN.
- The same phone number is used for the initial pinning, and if the client wishes to change PIN in the future - Toll free number: **1.877.779.1933**
- If the client receives a replacement card he/she does not need to PIN the replacement card unless he/she wants to change the PIN.

Provider Self-Service Portal (PSSP)

CDHS is working on the Provider Self-Service Portal (PSSP) with rollout expected in the Fall of 2013:

- UAT Training during Monday, 5/13-Friday, 5/24 at the Pinnacle Training Center in Thornton for testing of the PSSP. Sign up, if you haven't already, through cdhs_pssp@state.co.us This UAT testing will provide you a preview of what PSSP will offer. The time commitment is a 4 hour orientation and a minimum of 4 hours of testing.
- PSSP is a web-based, read only tool that will allow CCAP providers to view appropriate CHATS data.
- PSSP will allow access to your provider's family authorizations, approved schedules, payment information, swipe data, reports and more.
- As the CDHS PSSP team plans for rollout, they will be providing training for County Trainers and will also provide the providers with training required to obtain access to PSSP.
- Boulder County also anticipates providing training to providers through a lecture style forum at a time and location to be determined. Please keep an eye out for this information.

Thank you for your time today and for supporting our CCAP families!